

# Assignment 3

**Aim :** To conduct a contextual inquiry for selected product/system/website.

**Method :**

## Questionnaire

- Tell me what was the last time you visited the SPPU site?
- When did you use the website?
- Why did you use the website?
- Did you find what you were looking for without any difficulty? If not what difficulties did you face?
- How did you find the performance of website across various platforms? Which suited you the best?
- How do you find the performance of the website across various browsers?
- Were you overwhelmed the first time you opened the website?
- How often do you visit the website?
- Do you always find what you were looking for?
- Have you checked any similar websites? Which of the websites had a better interaction?
- Did you need any help while navigating the website?
- Did you help anybody else navigating the website?
- Would you recommend a friend to use the website to find any information?
- Do you feel that your information is safe while using the website?
- How much time do you spend on an average on the website per visit?
- Would you be interested in having a dedicated app along with the website?

## Insights/Analysis :

- Students prefer not visiting the website as far as possible. After achieving the purpose of visiting the website they do not spend any more time surfing the website.
- Students feel overwhelmed by the excess of information on the main page and hence find it difficult to interact with it.
- Students feel a need to rely on the help of friends and seniors to determine the links and pages that are most relevant to them.
- Sometime they also need of native speaker friends to translate the contents so that they can understand what the website tries to convey.
- The rendering of website on different browsers is different which leads to non-uniformity which eventually leads to confusion.
- On most of the visits the students are not able to locate what they were looking for because the website is severely outdated.
- Students do not feel safe trusting their information with the website because the web traffic is not encrypted with SSL (Secure Socket Layer) certificates.
- On an average the students do not spend more than five to seven minutes on the website, if they find what they are looking for they leave, if they do not still they leave.
- The student would not recommend using this website because of all the difficulties and shortcomings he has faced and would not want his/her friend to go through the same unless and until it is not necessary.
- The student requests the university to also have an API which can be used by the student to develop his own interface.
- Yes the students would want an alternate dedicated application which would be easier to interact with and provide sufficient updated and specific information to that user.

